

I. INTRODUCTION

This position is located in a Division of the Agricultural Marketing Service. AMS has responsibility for inspection and grading services, standardization, market news, regulatory programs, marketing agreements and orders, management services, and related programs assigned to the Agency.

The incumbent performs general clerical assignments for an assigned organizational unit.

II. MAJOR DUTIES

Answers the phone and receives visitors, referring them to appropriate staff members.

Opens and distributes the office mail.

Maintains a variety of files and records with responsibility for properly filing materials by subject matter. Retrieves material as requested.

Photocopies material for the staff.

Runs errands to obtain or deliver material for staff members.

Performs other clerical tasks following explicit written or oral guidelines and instructions.

III. FACTORS

Factor 1. Knowledge Required by the Position

Knowledge of basic office filing systems in order to obtain requested material from the files, and to file documents.

General knowledge of the organization and functions of the office in order to correctly route mail and correspondence and direct callers and visitors to the appropriate person.

Skill in operating a photocopier.

Factor 2. Supervisory Controls

The supervisor issues instructions with specific assignments. Work is reviewed in progress and upon completion for accuracy and conformance with original instructions.

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Factor 3. Guidelines

Specific written guidelines are available for reference purposes, including dictionaries, written office guidelines, and Agency, Department, Division, and Branch instructions. The employee is directed to the appropriate references to cover specific situations. All deviations from guidelines must be authorized by the supervisor.

Factor 4. Complexity

Assignments are clear-cut and straightforward. No decisions are made regarding what needs to be done. Specific instructions are provided regarding the priority of the assignments.

Factor 5. Scope and Effect

The accuracy and timeliness of the completion of the assignments contributes significantly to the efficiency and effectiveness of the daily operations of the office.

Factor 6. Personal Contacts

Contacts are with employees in the organizational unit, office visitors and callers, and employees in other government agencies.

Factor 7. Purpose of Contacts

Contacts are for the purpose of receiving assignments, taking and relaying messages, and directing callers and visitors.

Factor 8. Physical Demands

The work is sedentary. There may be some walking, standing, bending, and carrying light items, such as paper and books.

Factor 9. Work Environment

The work is performed in an office setting.